

FSA Strategic Objectives					
Integrate FSA systems and provide new technology solutions	Improve program integrity	Reduce program administrative costs	Improve human capital management		
Improve products and services to provide better customer service					
Core Business Driver					
Find the Right Balance Between Efficient Delivery & Effective Oversight					
Core Business Outcomes					
Provide Easier Access to Make it Easier for Our Customers to do Business With Us		Maintain Right & Effective Levels of Oversight Through Combination of Enhanced Tools & Customer Self-Monitoring	Run the Business to Enable Right Actions, Right Transactions to the Right People		
Support Effective & Informed Decision Making by Making the Right Information Available at the Right Time to the Right People	Easy customer access to required information throughout the delivery cycle	Easy and timely access to required oversight information	Ability to proactively inform regulatory and statutory changes		
	-CSID implementation across the lifecycle	-Enterprise (cross-functions) information and analysis	-Simplify programs through proactive informing to policy and legislative processes		
	-RID implementation across the lifecycle	-RID implementation across the lifecycle			
	-Better common loan identification	-Customer centric buildup for schools across the lifecycle			
	-Provide an integrated, cross-lifecycle, web-delivered customer view that is system independent -Customer centric buildup for students across the lifecycle	-Delivery partner access to information to support self-monitoring and decision making			
	-Provide information to prospective students		Actionable data to drive decision making		
			-Right data available at right time and organizational agreement about what is required and when		
Provide the Right Security, Tools, Systems, Architecture & Technology to Enable the Business to Achieve its Outcomes	Self-service capabilities	Efficient, automated oversight capabilities	Deployment of technology solutions to meet program objectives		
	-Clear indication of aid status displayed throughout the enterprise	-Support analytic approach to oversight/problem identification, decision making, policy and legislation through data, information and tools	-Timely delivery/deployment of systems		
	-Provide enrollment status via the web	-Support audit functions to track access to FSA systems and data.	-Analytic approach to system changes		
	-Maximize access to available resources		Clearly defined ownership and management of data		
	Automated business processes		-Ownership and definition of shared data		
	-Uniform business rules across systems		-Define data related standards (including XML standards)		
	-Common edits				
	-Automate internal/system interfaces			Consistent and accurate data across the enterprise	
	-Single, secure external gateway for file exchange			-Continuous data quality verification	
	-Automate identity and management processes			-Establish and follow common data definitions to facilitate the exchange of data internally and externally	
	-Configure security to minimize and simplify user interfaces		Maintain appropriately secured information		
			-Defined, secure access points -Right access to right person/entity at right point in time		
			Flexible standards, technologies and services		
			-Balance between COTS procurement and enterprise technology standards		
			-Define data access authorization standards		
			-Infrastructure capacity that is secure, scalable and flexible to meet the changing needs of FSA		
	Improve & Integrate Business Processes Into Delivery Solutions		System-independent, integrated services to customers across the lifecycle	Effective and balanced oversight	Tailored and relevant business services for all customer lifecycle activities
			-Right time data exchange between systems		
			-Right time data exchange with delivery partners		
-Easier and more accurate external exchanges that meet the needs of delivery partners					
-Easier for FSA to support customers by providing views across the person and entity -Establish a common method and process for transition that is easy and accurate for administering trading partner enrollment and access to FSA systems and resources					
-Defined roles and responsibilities of FSA in supporting delivery partners driven by what they need, what should be provided and how/priority					
-Reduce reporting requirements (use the data we have)					
Standardized business processes		Streamlined processes for routine oversight functions	Actionable information to inform business processes		
-Uniform business rules across functions			-Include customer input and feedback		
-Common edits			-Analytic approach to process changes		
		Timely identification of risk-based non-compliance	Effectively & efficiently manage organizational financial well-being		
			-Easier financial internal exchange		
			-Smarter contracting for customer service		
			-Strategic contracting/acquisition strategy supporting		
			Right skilled/trained workforce aligned with business processes		
			-Maximize access to available resources		
			Maximize effectiveness of program based goals		
	-Greatest return in collections				
	-Effectively deliver financial aid to recipients				

Assumption 1: It is presumed an Enterprise Plan will be in place to support the vision (resource allocation, budgeting, training, QA processes).

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Assumption 2: Customers are defined as Students, Schools, Financial Partners, DoED, FSA Employees, External/Internal Audit Groups, Delivery Partners and Budget Services.